

# Determining a Course of Action

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Your next step toward managing the Year 2000 Problem in your organization is to determine a course of action for each technology item in the database. For each technology item, you have four options:

- Continuing to use the item without pursuing certification from the vendor
- Discontinuing use of the item
- Replacing the item
- Obtaining certification of the item from the vendor

## Continuing to Use the Technology Item

You may simply decide to continue using a technology item in your inventory without pursuing certification from its vendor. Perhaps you deemed the item *Mission Unrelated* because it will not have any effect on your organization's business if it fails. Maybe you already have plans to replace the item, or will find it easy to replace when the time comes. This will certainly be a viable option for some of the technology items in your inventory.

If you decide to continue using a technology item, it will remain a factor in your company's overall Risk Rating. Therefore, the item should not be removed from the database.

## Discontinuing Use of the Technology Item

For some technology items, discontinuing use might be the best option. Maybe another technology item in the organization is capable of, or is already performing the same function. Or maybe you've just decided that you don't need it.

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When you decide to discontinue using a technology item, it should no longer be a factor in your organization's overall Risk Rating. At this time, you can delete the record from your database.

**Very Important:** If you delete an item from the database, the information is completely removed and can not be retrieved. In addition, there is no record that the item was ever recorded in the database. *Do not delete records from your database until you have verified with absolute certainty that the item is no longer being used in your organization.*

When you discontinue using a technology item or delete a record from the database, move the corresponding Inventory Worksheet to the section of this binder reserved for *Replaced/Deleted Systems*. This will help you keep track of the actions you have taken.

## Replacing the Technology Item

Obviously, some technology items in your organization are too important to stop using and too vital to your business to risk using without certification from the vendor. However, if the item is inexpensive to replace and the time needed to convert to a new item is reasonably short, you may find it easier and more cost-effective to replace the item than to pursue certification from its vendor.

In addition, replacing a technology item may be the only option available if your attempts to obtain certification are unsuccessful.

**Note:** When you decide to replace a technology item, make sure the item's replacement is certified as compliant with the year 2000. Then create a new record for the replacement item in the database, assign it the same system significance as the item it replaced, and designate the item as certified by the vendor. (For information on designating an item as certified in the database, read Chapter Five, "Tracking Certification.")

Once you have replaced a technology item, it should no longer be a factor in your organization's overall Risk Rating. At this time, you can delete the corresponding record from your database.

**Very Important:** If you delete an item from the database, the information is completely removed and can not be retrieved. In addition, there is no record that the item was ever recorded in the database. *Do not delete records from your database until you have verified with absolute certainty that the item is no longer being used in your organization.*

When you replace a technology item or delete a record from the database, move the corresponding Inventory Worksheet to the section of this binder reserved for *Replaced/Deleted Systems*. This will help you keep track of the actions you have taken.

## Obtaining Certification from Vendors

If the technology item is too vital to stop using and too costly or time-consuming to replace, the best option may be to attempt to obtain certification from the vendor that the item is (or will be made) compliant with the year 2000. The process of pursuing and tracking certification is discussed in the next chapter, "Pursuing Certification."

# Course of Action

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## Developing a Technology Item Strategy

For each technology item in your inventory, it is important to develop a technology item strategy to help you identify and manage the course of action you determine to be proper for the item. For some companies, this may be a big job and you may need to divide the task among several people. However, only one person should be in charge of maintaining the database.

To make the job easier, especially if more than one person is involved, a Technology Item Strategy worksheet is included on the next page. You can make copies of this worksheet for each technology item. Once you have filled in the information on the worksheets, store them in the section of this binder reserved for *Technology Item Strategy Worksheets*.



## Technology Item Strategy

Technology Item: \_\_\_\_\_

Course of Action:

☐ *Continue use of item - DO NOT  
pursue certification*

☐ *Replace item by: \_\_\_\_\_*

☐ *Discontinue use of item*

☐ ***Pursue certification***

*by: \_\_\_\_\_*

*Response  
Deadline: \_\_\_\_\_*

*Certification  
Deadline: \_\_\_\_\_*

System Significance:

☐ *Mission Critical*

☐ *Mission Necessary*

☐ *Mission Desirable*

☐ *Mission Unrelated*

Technology  
Item Coordinator: \_\_\_\_\_

BY2000 Risk Rating: \_\_\_\_\_

Major Action Steps:

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